



**Cisco**

**642-242**

*Unified Contact Center Enterprise Implementation(UCCEI)*

**QUESTION: 79**

When using post-routing in your Cisco Unified Contact Center solution, how would you configure default call treatment to ensure that calls placed in queue in the Cisco IP IVR are treated in some way if the ICM doesn't respond to the IP IVR?

- A. Create a default destination label for each dialed number.
- B. Create a default route in the ICM Translation Route Wizard for the IP IVR translation pattern.
- C. Create a default script in the IP IVR. Define this default script in the CRA Administrator > Application menu.
- D. Create a default script in the IP IVR. Define this default script in the CRA Administrator > JTAPI Trigger menu.

**Answer: C**

**QUESTION: 80**

Which Cisco Unified Contact Center Enterprise Script node is used to capture call flow data within the branches of the script and show the count in a report?

- A. Call Type node
- B. Run External Script node
- C. Label node
- D. Comment node

**Answer: A**

**QUESTION: 81**

In a Cisco Unified Contact Center Enterprise deployment, a trunk group is created in the Cisco Unified ICM Configuration Manager and associated with a peripheral. The trunk group peripheral number must match which of the following items?

- A. Peripheral ID of the Cisco Unified IP IVR Peripheral Gateway PIM
- B. Peripheral ID of the Cisco Unified Communications Manager Peripheral Gateway PIM
- C. Cisco Unified IP IVR's CTI Port Group Number ID
- D. Peripheral Gateway CTI Server Listen Port, which typically is 42027 or 43027

**Answer:** C

**QUESTION:** 82

Which item is not used in configuring a Cisco ICM VRU PIM on the Peripheral Gateway?

- A. instance name
- B. peripheral ID
- C. VRU connection port
- D. heartbeat interval

**Answer:** A

**QUESTION:** 83

There are 20 agents in the Sales sPass group and 10 agents in the Customer Service sPass group. All agents are currently busy handling customer calls. All agents are also members of both the Sales and Customer Service sPass groups. Sales has 10 calls in queue, each with a priority of 5, and two calls in queue with a priority of 4. Customer Service has five calls in queue, each with a priority of 3. Which type of call will be delivered to the next available agent?

- A. The next available agent will receive the longest queued Sales call with a priority of 5.
- B. The next available agent will receive the longest queued Sales call with a priority of 4.
- C. The next available agent will receive the longest queued Customer Service call with a priority of 5.
- D. The next available agent will receive the longest queued Customer Service call with a priority of 3.
- E. The next available agent will receive the call with the longest queued duration.
- F. The next available agent will receive the Customer Service call with a priority of 3.

**Answer:** D

**QUESTION:** 84

The Intelligent Network Call Routing Protocol of the Cisco Unified ICM system can function

in which two of the following implementations? (Choose two.)

- A. Cisco Unified Contact Center Hosted Edition for communications to a customer instance (CICM servers), to send and receive route requests
- B. Cisco Gatekeeper environments providing H.323 destination alias and endpoint translation
- C. interconnecting different Cisco Unified Contact Center Enterprise solutions to send and receive route requests
- D. an SS7 Service Control Point with Carrier Intelligent Networks
- E. to communicate from a parent ICM to a child or System Contact Center Enterprise with the Gateway Peripheral Gateway

**Answer:** A, C

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